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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/809,927	Applicant(s) BARNES-LEON ET AL.	
	Examiner HO SHIU	Art Unit 2457	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 10/19/2009.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-3 and 5-34 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-3, and 5-34 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

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DETAILED ACTION

1. Claims 1-3, and 5-34 are pending in this application. Claims 1, 5, 18, 20, and 21 have been amended and claim 34 has been newly added by applicant filed on 10/19/2009.

Double Patenting

2. The nonstatutory double patenting rejection is based on a judicially created doctrine grounded in public policy (a policy reflected in the statute) so as to prevent the unjustified or improper timewise extension of the "right to exclude" granted by a patent and to prevent possible harassment by multiple assignees. A nonstatutory obviousness-type double patenting rejection is appropriate where the conflicting claims are not identical, but at least one examined application claim is not patentably distinct from the reference claim(s) because the examined application claim is either anticipated by, or would have been obvious over, the reference claim(s). See, e.g., *In re Berg*, 140 F.3d 1428, 46 USPQ2d 1226 (Fed. Cir. 1998); *In re Goodman*, 11 F.3d 1046, 29 USPQ2d 2010 (Fed. Cir. 1993); *In re Longi*, 759 F.2d 887, 225 USPQ 645 (Fed. Cir. 1985); *In re Van Ornum*, 686 F.2d 937, 214 USPQ 761 (CCPA 1982); *In re Vogel*, 422 F.2d 438, 164 USPQ 619 (CCPA 1970); and *In re Thorington*, 418 F.2d 528, 163 USPQ 644 (CCPA 1969).

A timely filed terminal disclaimer in compliance with 37 CFR 1.321(c) or 1.321(d) may be used to overcome an actual or provisional rejection based on a nonstatutory double patenting ground provided the conflicting application or patent either is shown to be commonly owned with this application, or claims an invention made as a result of activities undertaken within the scope of a joint research agreement.

Effective January 1, 1994, a registered attorney or agent of record may sign a terminal disclaimer. A terminal disclaimer signed by the assignee must fully comply with 37 CFR 3.73(b).

3. Claims 1 and 18 are rejected on the ground of nonstatutory obviousness-type double patenting as being unpatentable over claims 1 and 11 of U.S. Patent

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No. 7,287,041.

Instant Application	7,287,041
<p>1. A method in a computing system for managing a <u>service request</u>, the method comprising:</p> <p>extracting <u>service request information</u> in a first form that is associated with a first source computerized <u>service request management</u> system;</p> <p>creating a service request object with the service request information, wherein the first source computerized service request management system and a target computerized service request management system reference the service request object during a course of a resolution of a service request;</p> <p>converting the <u>service request</u> information in the first form into <u>service request</u> information that is in a second intermediate form;</p> <p>converting the <u>service request</u> information in the second intermediate form into <u>service request</u> information in a target form that corresponds to a target computerized <u>service request management</u> system.</p> <p>18. A computer-readable medium carrying one or more sequences of instructions for managing a service request, wherein execution of the one or more sequences of instructions by</p>	<p>1. A method in a computing system for managing enterprise data, the method comprising:</p> <p>extracting first enterprise information in a first form that is associated with a first source computerized system;</p> <p>converting the first enterprise information in the first form into corresponding first enterprise information that is in a second intermediate form; and</p> <p>converting the first enterprise information in the second intermediate form into first enterprise information that is in a target form that corresponds to a target computerized system</p> <p>11. A computer-readable medium carrying one or more sequences of instructions for managing enterprise data, wherein execution of the one or more sequences of instructions by one</p>

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<p>one or more processors causes the one or more processors to perform:</p> <p>extracting service <u>request information</u> in a first form that is associated with a first source computerized service request management system;</p> <p>creating a service request object with the service request information, wherein the first source computerized service request management system and a target computerized service request management system reference the service request object during a course of a resolution of a service request</p> <p>converting the service request information in the first form into service request information that is in a second intermediate form; and</p> <p>converting the service request information in the second intermediate form into service request information in a target form that corresponds to a target computerized service request management system.</p>	<p>or more processors causes the one or more processors to perform</p> <p>extracting second enterprise information in a third form that is associated with a second source computerized system that is distinct from the first source computerized system, wherein the third form is distinct from the first form;</p> <p>converting the second enterprise information in the third form into second enterprise information that is in the second intermediate form; and</p> <p>converting the second enterprise information in the second intermediate form into second enterprise information that is in the target form.</p>
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4. Although the conflicting claims are not identical, they are not patentably distinct from each other because:

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It would have been obvious to one skilled in the art at the time of the invention was made to modify the cited steps as indicated in claims 1 and 18 of the instant application with claims 1 and 11 of the Patent because both sets of claims are directed to an identical process for managing information. The examiner notes that the added limitation on the instant application filed by amendment on 10/09/2008 is an obvious type of business that applicant has claimed in claim 2 of US Patent # 7,287,041, "Customer information includes information that defines specific aspects of the customer's business."

Claim Rejections - 35 USC § 103

5. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

6. **Claims 1-2, and 5-33 are rejected under 35 U.S.C. 103(a) as being unpatentable over Jost et al. (US Patent # 6,778,651 B1, hereinafter Jost) in and in further view of Riley et al. (US Patent # 2002/0123983, hereinafter Riley).**

7. With respect to claims 1 and 18, Jost discloses a computing system for managing a service request, the method comprising (Column 6, lines 1-4):

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extracting service request information in a first form that is associated with a first source computerized service request management system (Column 6, lines 9-13); converting the service request information in the first form into service request information that is in a second intermediate form (Column 6, lines 13-16); and converting the service request information in the second intermediate form into service request information in a target form that corresponds to the target computerized service request management system (Column 6, lines 22-27) but does not clearly disclose creating a service request object with the service request information, wherein the first source computerized service request management system and a target computerized service request management system reference the service request object during a course of a resolution of a service request.

In the same field of endeavor, Riley discloses creating a service request object with the service request information, wherein the first source computerized service request management system and a target computerized service request management system reference the service request object during a course of a resolution of a service request ([0098]). Jost and Riley are analogous are because they disclose managing service orders.

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate the teachings of Jost and Thorn with wherein the data components comprises a service request common ID component in order to determine if other service requests of the same type have been reported. One of ordinary skill in the art would have been motivated

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to incorporate these teachings with one another so that a more efficient system can be established by being able to recognize previously reported problems so a faster/better solution can be provided.

8. With respect to claim 2, Jost discloses using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising (Column 7, lines 19-67, col. 8, lines 1-2): creating a new service request record in the target computerized service request management system (Column 7, lines 19-67, col. 8, lines 1-2); and updating an existing service request record in the target computerized service request management system (Column 7, lines 19-67, col. 8, lines 1-2).

9. With respect to claim 5, Jost discloses the hierarchy of data components includes a plurality of service request components, wherein each of the plurality of service request components includes one or more of (Column 62, lines 13-15): a service request common ID component; a service request base data component (Column 27, line 23); a related parent area component (Column 7, lines 8-14, lines 27-33); a related root area component; a related contract component (Column 7, lines 8-14, lines 27-33); a list of related contacts component (Column 10, lines 24-26); a list of related account component (Column 10, 44-50); a list of related owner component (Column 10, 44-50); a status data component (Column 6, lines 28-30, lines 39-41); a related product component for defining internal and external products; a related installed product

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component for defining customer assets (Column 8, lines 23-27); a related business unit component (Column 10, lines 24-26); a list of related activity component (Column 12, lines 40-43), lines 64-67); and a service request custom data component (Column 6, lines 4-9).

10. With respect to claim 6, Jost discloses the service request base data component includes one or more of: an abstract component for summarizing the service request; a channel source code component; a closed date component for defining when the service request is closed; a commit time component; a description component; a service request number component; and a reported date component (Column 7, lines 8-14).

11. With respect to claim 7, Jost discloses the related parent area component includes a parent area component, wherein the parent area component includes one or more of: a functional area common ID component; a base data component that can include a functional area name component; a list of related sub-areas component that can include any number of related sub-area components; and a functional area custom data component (Column 6, lines 1-9).

12. With respect to claim 8, Jost discloses the related root area component includes a common ID for functional area (Column 6, lines 1-4, Column 8, lines 23-27).

13. With respect to claim 9, Jost discloses the related contract component includes one or more of: a contract common ID component; a contract base data component, wherein contract base data component includes one or more of: a related contract description component; an effective-to date component; a type code component; a contract number component; an effective-from date component; a response code component; a response time component; and a related contract custom data component (Column 12, lines 8-14).

14. With respect to claim 10, Jost discloses the list of related contact component includes a plurality of related contact components, wherein each of the plurality of related contact components includes one or more of: a common ID for a party component; a communication data for a party component; a data cleansing data component; a list of address of a party component; a list of relationships that a party can have with other entities component; a list of alternate ID component; a list of license data component; a custom party data component; a person base data component; a privacy data component; and a related contact custom data component (Column 10, lines 24-26, lines 44-50).

15. With respect to claim 11, Jost discloses the list of related account component includes a plurality of related account components, wherein each of the plurality of related account components includes one or more of: a common ID for a party component; a communication data for a party component; a data

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cleansing data component; a list of address of a party component; a list of relationships that a party can have with other entities component; a list of alternate ID component; a list of license data component; a custom party data component; a party base data component; and a related contact custom data component (Column 10, lines 24-26, lines 44-50).

16. With respect to claim 12, Jost discloses the list of related owner component includes a plurality of related owner components, wherein each of the plurality of related owner components includes one or more of: a common ID for a party component; a communication data for a party component; a data cleansing data component; a list of address of a party component; a list of relationships that a party can have with other entities component; a list of alternate ID component; a list of license data component; a custom party data component; a person base data component, a privacy data component; and a related contact custom data component (Column 10, lines 24-26, lines 44-50).

17. With respect to claim 13, Jost discloses the status data component includes one or more of: a priority code component; a severity code component; a status code component; and a sub-status code component (Column 7, lines 8-14).

18. With respect to claim 14, Jost discloses the related product component includes one or more of: a product ID component; a product base data

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component; a product sales data component; a configuration data component; a related product line component; a list of price type component; a list of related inventory location component; a list of related product component; a list of related business unit component; and a product custom data component (Column 17, lines 19-23, Column 24, lines 12-19, Column 18, lines 40-42).

19. With respect to claim 15, Jost discloses the related installed product component includes one or more of: a common ID of an installed product component; an installed product base data component; a related parent installed product component; a pricing data component; a related product component a list of related party component; a list of related order component; a related inventory location component; a related business unit component; a list of attribute component; a custom data component; and a list of related installed product component, wherein the list of related installed product component includes one or more of: an external product ID component; an external product base data component; an external product sales data component; an external product configuration data component; an external product related product line component; an external product list of price type component; an external product list of related inventory location component; an external product list of related product component; an external product list of related business unit component; and an external product custom data component (Column 22, lines 38-46, Column 26, lines 19-39, Column 18, lines 40-42).

20. With respect to claim 16, Jost discloses the related business unit component includes a related business unit common ID (Column 37, lines 37-47).

21. With respect to claim 17, Jost discloses the list of related activity component includes a plurality of related activity components, wherein each of the plurality of related activity components includes one or more of: an access code component; a comment on action taken component; a duration component; an end date component, an activity number component; a reason code component; a start date component; a task description of action taken component; a type code component; and a related owner component (Column 44, lines 47-57).

22. With respect to claim 19, Jost discloses using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising ((Column 7, lines 19-67, col. 8, lines 1-2)): creating a new service request record in the target computerized service request management system ((Column 7, lines 19-67, col. 8, lines 1-2)); and updating an existing service request record in the target computerized service request management system ((Column 7, lines 19-67, col. 8, lines 1-2)).

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23. With respect to claim 20, Jost discloses a system comprising: a processor; an interconnect coupled to the processor; and computer-readable storage medium coupled to the processor via the interconnect, the computer readable storage medium comprises a data structure comprising a list of service request element with a hierarchy of data components (Column 62, lines 13-15, in order for a system to process anything, a processor must be included. Since there is a relational table rows stored, there is a storage device. The storage device has to be connected to the processor in order for the system to use the data stored on the storage), the list of service request elements store service request information (col. 7 lines 8-14) but does not clearly disclose creating a service request object with the service request information, wherein the first source computerized service request management system and a target computerized service request management system reference the service request object during a course of a resolution of a service request.

In the same field of endeavor, Riley discloses creating a service request object with the service request information, wherein the first source computerized service request management system and a target computerized service request management system reference the service request object during a course of a resolution of a service request ([0098]). Jost and Riley are analogous are because they disclose managing service orders.

Therefore, it would have been obvious to a person or ordinary skill in the art at the time the invention was made to incorporate the teachings of Jost and Thorn with wherein the data components comprises a service request common

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ID component in order to determine if other service requests of the same type have been reported. One of ordinary skill in the art would have been motivated to incorporate these teachings with one another so that a more efficient system can be established by being able to recognize previously reported problems so a faster/better solution can be provided.

24. With respect to claim 21, Jost discloses the hierarchy of data components includes a plurality of service request components, wherein each of the plurality of service request components includes one or more of (Column 62, lines 13-15): a service request common ID component (Column 31, lines 49-52); a service request base data component (Column 27, line 23); a related parent area component (Column 7, lines 8-14, lines 27-33); a related root area component; a related contract component (Column 7, lines 8-14, lines 27-33); a list of related contacts component (Column 10, lines 24-26); a list of related account component (Column 10, 44-50); a list of related owner component (Column 10, 44-50); a status data component (Column 6, lines 28-30, lines 39-41); a related product component for defining internal and external products; a related installed product component for defining customer assets (Column 8, lines 23-27); a related business unit component (Column 10, lines 24-26); a list of related activity component (Column 12, lines 40-43), lines 64-67); and a service request custom data component (Column 6, lines 4-9).

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25. With respect to claim 22, Jost discloses the service request base data component includes one or more of: an abstract component for summarizing the service request; a channel source code component; a closed date component for defining when the service request is closed; a commit time component; a description component; a service request number component; and a reported date component (Column 7, lines 8-14).

26. With respect to claim 23, Jost discloses the related parent area component includes a parent area component, wherein the parent area component includes one or more of: a functional area common ID component; a base data component that can include a functional area name component; a list of related sub-areas component that can include any number of related sub-area components; and a functional area custom data component (Column 6, lines 1-9).

27. With respect to claim 24, Jost discloses the related root area component includes a common ID for functional area (Column 6, lines 1-4, Column 8, lines 23-27).

28. With respect to claim 25, Jost discloses the related contract component includes one or more of: a contract common ID component; a contract base data component, wherein contract base data component includes one or more of: a related contract description component; an effective-to date component; a type

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code component; a contract number component; an effective-from date component; a response code component; a response time component; and a related contract custom data component (Column 12, lines 8-14).

29. With respect to claim 26, Jost discloses the list of related contact component includes a plurality of related contact components, wherein each of the plurality of related contact components includes one or more of: a common ID for a party component; a communication data for a party component; a data cleansing data component; a list of address of a party component; a list of relationships that a party can have with other entities component; a list of alternate ID component; a list of license data component; a custom party data component; a person base data component; a privacy data component; and a related contact custom data component (Column 10, lines 24-26, lines 44-50).

30. With respect to claim 27, Jost discloses The data structure of claim 21, wherein the list of related account component includes a plurality of related account components, wherein each of the plurality of related account components includes one or more of: a common ID for a party component; a communication data for a party component; a data cleansing data component; a list of address of a party component; a list of relationships that a party can have with other entities component; a list of alternate ID component; a list of license data component; a custom party data component; a party base data

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component; and a related contact custom data component (Column 10, lines 24-26, lines 44-50).

31. With respect to claim 28, Jost discloses the list of related owner component includes a plurality of related owner components, wherein each of the plurality of related owner components includes one or more of: a common ID for a party component; a communication data for a party component; a data cleansing data component; a list of address of a party component; a list of relationships that a party can have with other entities component; a list of alternate ID component; a list of license data component; a custom party data component; a person base data component; a privacy data component; and a related contact custom data component (Column 10, lines 24-26, lines 44-50).

32. With respect to claim 29, Jost discloses the status data component includes one or more of: a priority code component; a severity code component; a status code component; and a sub-status code component (Column 7, lines 8-14).

33. With respect to claim 30, Jost discloses the related product component includes one or more of: a product ID component; a product base data component; a product sales data component; a configuration data component; a related product line component; a list of price type component; a list of related inventory location component; a list of related product component; a list of

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related business unit component; and a product custom data component (Column 17, lines 19-23, Column 24, lines 12-19, Column 18, lines 40-42).

34. With respect to claim 31, Jost discloses the related installed product component includes one or more of: a common ID of an installed product component; an installed product base data component; a related parent installed product component; a pricing data component; a related product component a list of related party component; a list of related order component; a related inventory location component; a related business unit component; a list of attribute component; a custom data component; and a list of related installed product component, wherein the list of related installed product component includes one or more of: an external product ID component; an external product base data component; an external product sales data component; an external product configuration data component; an external product related product line component; an external product list of price type component; an external product list of related inventory location component; an external product list of related product component; an external product list of related business unit component; and an external product custom data component (Column 22, lines 38-46, Column 26, lines 19-39, Column 18, lines 40-42).

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35. With respect to claim 32, Jost discloses the related business unit component includes a related business unit common ID (Column 37, lines 37-47).

36. With respect to claim 33, Jost discloses the list of related activity component includes a plurality of related activity components, wherein each of the plurality of related activity components includes one or more of: an access code component; a comment on action taken component; a duration component; an end date component; an activity number component; a reason code component; a start date component; a task description of action taken component; a type code component; and a related owner component (Column 44, lines 47-57).

37. With respect to claim 33, it is rejected for the same reasons as claim 1 above. In addition, Riley discloses wherein the service request information comprises a report of a loss of a service from a customer ([0098]).

38. Claim 3 is rejected under 35 U.S.C. 103(a) as being unpatentable over Jost in view of Riley and in even further view of Starkovich et al. (US Patent # 7,111,077 B1, hereinafter Stark).

39. With respect to claim 3, Jost discloses converting the service request information in the second intermediate form into service request information in

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the target form (Column 6, lines 13-16); and using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising (Column 6, lines 22-27); creating a new service request record in the target computerized service request management system (Column 7, lines 19-67, col. 8, lines 1-2); and updating an existing service request record in the target computerized service request management system (Column 7, lines 19-67, col. 8, lines 1-2).

However, Jost, Thorn, and Riley does not clearly disclose extracting service request information in a third form that is associated with a second source computerized service request management system that is distinct from the first source computerized service request management system; converting the service request information in the third form into service request information that is in the second intermediate form.

In the same field of endeavor, Stark in col. 3, lines 55-64 discloses that a client may make a service request via C++, ASP, or other format. Stark in the quoted passage defines that there are multiple formats which are clearly distinct from one another (applicant's first form associated with a first source computerized service request and applicant's third form associated with a second source computerized service request).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate Jost's teaching of first form that is associated with a first source computerized service request with the teachings as disclosed in Stark in order to permit the user work station to

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communicate as with other type internet applications. One of ordinary skill in the art would have been motivated to incorporate the teachings with one another to establish a more efficient system by opening up to multiple types of communications.

40. . Claim 34 is rejected under 35 U.S.C. 103(a) as being unpatentable over Jost in view of Riley and in even further view of Thornberg et al. (Us Patent # 5,742,588, hereinafter Thorn).

41. With respect to claim 34, it is rejected for the same reasons as claim 1 above. In addition, Riley discloses wherein the service request information comprises a report of a loss of a service from a customer ([0098]). However, Jost and Riley do not explicitly disclose wherein the service request information comprises a report of a loss of a service from a customer.

In the same field of endeavor, Thorn discloses wherein the service request information comprises a report of a loss of a service from a customer (col. 3, lines 5-21).

Therefore it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate the teachings of Jost with wherein the service request information comprises a report of a loss of a service from a customer as disclosed in Thorn in order to re-establish a lost connection. One of ordinary skill would have been motivated to combine the teachings with one another so that a more diverse

Response to Arguments

42. Applicant's arguments filed 10/19/2009 have been fully considered but they are not persuasive.

43. Applicants argue on page 16-17 that Jost, Thornberg, and Riley do not disclose creating a service request object with the service request information, wherein the first source computerized service request management system and a target computerized service request management system reference the service request object during a course of a resolution of a service request. The examiner respectfully disagrees.

Riley in [0098] discloses a user notifying the service desk by one or more customer reported service request methods, including a facsimile message, an e-mail, an internet or intranet message, a voicemail message, or a phone call to an operator of the service desk. The service desk may be equipped with a systems management tool to automatically generate service desk requests upon certain events of faults, such as system-wide failures or outages. With that passage, Riley clearly discloses the user notifying the service desk by one or more customer service request methods (service request information). Riley then goes and discloses that a service request is generated upon certain events and faults. The source of the certain events and faults are linked with the user experience an even for which help is needed. Riley discloses the service desk which is clearly the first source computerized service request management system which

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is also able targets computerized service request when problems arise.

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Conclusion

44. Any inquiry concerning this communication or earlier communications from the examiner should be directed to HO SHIU whose telephone number is (571)270-3810. The examiner can normally be reached on Mon-Thur (8:30am - 4:00pm).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on 571-272-4001. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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